

Survey Readiness in Long-term Care: What Every Staff Member Needs to Know



In long-term care, everything we do is centered around the well-being, dignity, and safety of our residents. To ensure that these standards are consistently met, facilities undergo regular inspections called surveys. These surveys are not just about passing or failing – they're about making sure residents receive the best possible care every day.

As a frontline staff member, your role in survey readiness is critical. Whether it's following care plans, maintaining a clean environment, or interacting respectfully with residents and families, you are a key part of what surveyors observe. This guide will help you understand the survey process and how to be ready – not just for the survey visit, but every day.

Upon completion of this course, you will be able to:

1. Describe the purpose of long-term care surveys and explain how they help ensure quality care and safety for residents
2. Identify the key steps in the survey process, including what happens before, during, and after a survey
3. Recognize common areas where survey violations occur and apply strategies to avoid them
4. Demonstrate appropriate conduct and communication when interacting with surveyors
5. Explain how your role contributes to overall survey readiness and the impact it has on residents, the facility, and your job environment

Want to see more?

Reach out to your Account Manager to learn more about this course and add it to your current training program.